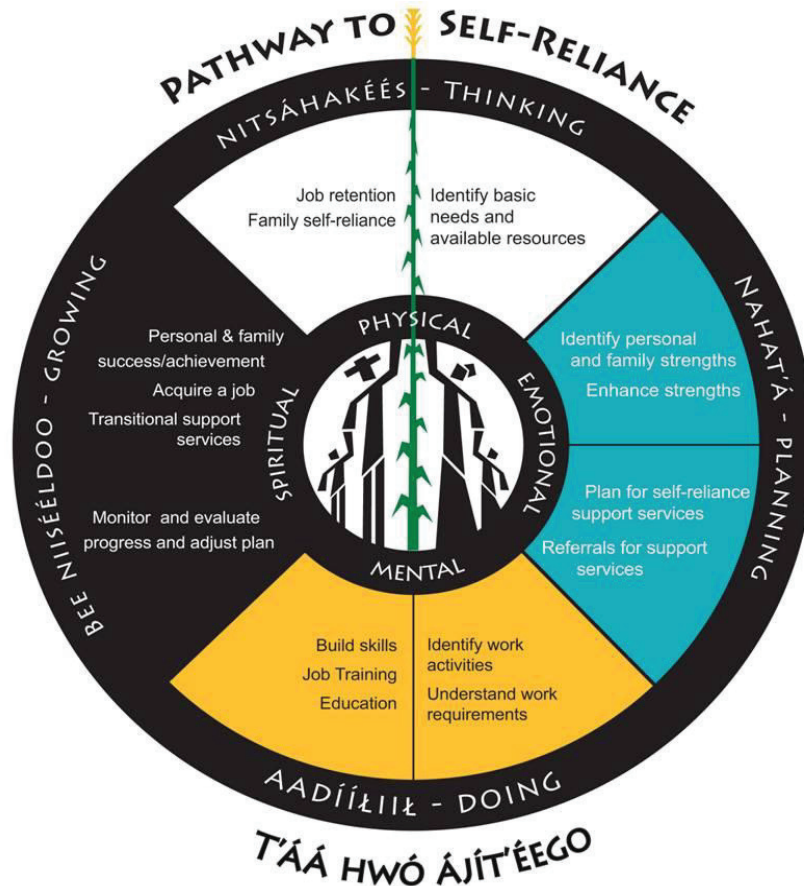


Figure 1.



## 204 CUSTOMER RIGHTS

Every Customer has a right to:

- Be treated with respect and dignity.
- To recognize and respect their privacy including protection of any information that identifies a particular customer and his/her family.
- Not to be discriminated against in the delivery of services based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information or source of payment.
- Have services provided in a culturally appropriate manner with consideration for customers with limited English proficiency or reading skills and those with diverse cultural backgrounds.
- Be provided information regarding complaints or grievance procedures and how to obtain prompt resolution of their issues and concerns.
- Have access to his/her case file in accordance with applicable Federal and tribal laws.